

## Services for Dislocated Workers

Tennessee's one-stop Career Center system offers a comprehensive program to assist permanently laid-off employees due to a plant closing or a layoff. This system introduces a number of innovative approaches to these dislocations. Rapid Response units are in place to react to these closings and layoffs. Programs are available through the Workforce Investment Act of 1998.

### Core

- Outreach and intake
- Initial worker assessment
- Labor market and occupational information
- Job search and placement assistance
- Information and referral supportive services
- One-Stop career center information
- Training provider performance and cost
- Eligibility for local WIA programs

### Intensive

- Comprehensive assessment
- Group counseling
- Individual counseling and career planning
- Development of individual employment plans
- Case management
- Short-term prevocational services
- Literacy activities related to basic workshop readiness

### Training

- Job readiness training
- Skill upgrading and retraining

- Occupational skills
- On-the-job training
- Employer customized training
- Private sector training programs
- Cooperative educational programs
- Entrepreneurial training
- Adult education and literacy activities (when combined with those above)

## Rapid Response Activities

Tennessee's Rapid Response Team assists dislocated workers who lose their jobs through no fault of their own. Workers who lose their jobs because of permanent business closures or mass layoffs, adverse economic or trade conditions, or as a result of natural or man-made disasters can be assisted. The Rapid Response team helps employees during layoffs by providing information about retraining, job opportunities, unemployment insurance benefits and local, state, and federal services.

- An initial employer meeting to plan transition services for employees
- Presentations to employees on available services
- Reemployment prospects for employees (LMI) Labor Market Information
- Information on unemployment insurance benefits, Career Center services, employment and training activities
- Trade Adjustment Assistance (TAA) program
- Adult education, skills upgrading, GED preparation, testing
- Other services determined necessary to meet the needs of workers

## Unemployment Insurance

Unemployment Insurance provides financial help to workers out of work through no fault of their own.

Under Tennessee law, the maximum benefit amount is \$275 per week for a maximum of 26 weeks. All benefits are taxable as income. You may elect to have 10% withheld; also you may discontinue that deduction at any time.

The Tennessee Department of Labor and Workforce Development's goal is to make this process convenient for claimants. Depending on where you live you may be able to file by phone, online or in person.

- **Phone (615) 253-0800 or (877) 813-0950**
- **Online [www.tennessee.gov/labor-wfd](http://www.tennessee.gov/labor-wfd)** click on "online services" at top of page
- **Career Center (800) 576-3467**

## What are the requirements for Unemployment Insurance?

- Be totally or partially unemployed through no fault of your own.
- Be able and available to work.
- Have earned enough wages during the base period to qualify.
- File an initial claim and continue to certify each week.
- Make a reasonable effort to secure work unless you are returning to your employer in the near future, normally get work through a union, or are enrolled in approved training.

## Adult Education

This service annually helps more than 15,000 adult Tennesseans to obtain a high-school education or GED. The Tennessee Department of Labor and Workforce Development is committed to ensuring an educated workforce. These services can be accessed through the Tennessee Career Center System.

## Department of Human Services

Numerous services are available to individuals through DHS. Such services include Food Stamps and Families First. If you think that you qualify for these services, contact the DHS office in your county.

- **Phone 1-888-863-6151**
- **Online [www.tennessee.gov/dhs](http://www.tennessee.gov/dhs)**

This leaflet is not designed to cover all aspects of our dislocated worker services. The statements provided are for general information only and are not to be construed as law or regulation.

The TN Dept of Labor and Workforce Development is an Equal opportunity employer/program; auxiliary aids and services are available upon request to individuals with disabilities.



This is a publication of the TN Department of Labor and Workforce Development. September 2003. Authorization number 34994 at \$05 per copy.

## TN Career Centers

### **Southeast Career Center at Athens**

901 North Congress Parkway  
Athens, TN 37303 (423) 745-2028

### **Clarksville-Montgomery County Career Center**

350 Pageant Lane, Suite 406  
Clarksville, TN 37041 (931) 648-5530

### **Tennessee Career Center at Talbott**

6057 West Andrew Johnson Highway, Suite 6A  
Talbott, TN 37877 (423) 317-1060

### **Tennessee Career Center, University Avenue**

1610 University Avenue  
Knoxville, TN 37921 (865) 543-7535

### **Memphis Area Career Center**

444 N. Main Street, 2nd Floor  
Memphis, TN 38105 (901) 545-2240

### **Poplar Career Center**

1295 Poplar Avenue  
Memphis, TN 38104 (901) 543-7535

### **Middle Tennessee Career Center**

621 Mainstream Drive, Suite 210  
Nashville, TN 37228 (615) 862-8890

### **Mid-South Career Center**

111 East Lincoln Street  
Tullahoma, TN 37388 (931) 454-1905

### **Northeast Tennessee Career Center**

2515 Wesley Street  
Johnson City, TN 37601 (423) 610-0222

### **Northwest Tennessee Career Center**

439 McGaughey Street  
Dyersburg, TN 38024 (901) 286-8300

### **South Central Tennessee Career Center**

119 Nashville Highway Suite 106  
Columbia, TN 38401 (931) 490-3800

### **Southeast Career Center at Chattanooga**

1105 East Tenth Street  
Chattanooga, TN 37403 (423) 894-5354

### **Tennessee Career Center, Cumberland County**

60 Ridley Street  
Crossville, TN 38555 (931) 484-7456

### **Upper Cumberland Career Center**

3300 Williams Enterprise Drive  
Cookville, TN 38506 (931) 520-8733

### **West Tennessee Career Center**

416 E. Lafayette Street  
Jackson, TN 38301 (731) 423-5860

**There are more than 100 Tennessee Career Centers across the state. To find the one near you, please call 1-877-US-2JOBS or go to [www.tennessee.gov/labor-wfd](http://www.tennessee.gov/labor-wfd)**



People and jobs connect at our statewide Career Centers. Tennessee has more than 100 career centers across the state. They are designed to streamline local, state, and federal workforce development services into a single location. Employers can go to these centers to find workers. Job seekers can go to the centers for assistance and for career information.

### **Career Centers Can:**

- Assess your skills and develop a career
- Match your skills with current job openings
- Improve your résumé writing and interview skills
- Provide targeted workshops and training
- Help access occupational training programs
- Give access to the internet, telephones, fax machines, and career information

## Important Phone Numbers

- **Dislocated Worker Unit**  
(800) 255-5872 or (615) 741-1031
- **Tennessee Career Centers**  
(800) 576-3467 or (615) 741-7973
- **America's Service Locator**  
1-877-US-2JOBS
- **Department of Human Services**  
1-888-863-6151  
(Food Stamp Program Information, Families First and TennCare)
- **Unemployment Insurance**  
(615) 253-0800 or (877) 813-0950

## Important Web Sites

- **TN Department of Labor and Workforce Development**  
[www.tennessee.gov/labor-wfd](http://www.tennessee.gov/labor-wfd)
- **America's Job Bank**  
[www.ajb.org/tn](http://www.ajb.org/tn)
- **Department of Human Services**  
[www.tennessee.gov/dhs](http://www.tennessee.gov/dhs)



# Dislocated Worker Services

